IN THE WRITTEN DESCRIPTION

Please insert the following header and paragraph immediately after the Title:

CROSS-REFERENCE TO RELATED APPLICATIONS

D1

This application is related to United States Patent Nos. 6,249,807 and 6,282,565, both filed Nov. 17, 1998 and assigned to the same Assignee as this application.

Please amend the last paragraph on page 5 as follows:

D2

Other objects, features, and advantages of the present invention will be apparently from the ~~company~~ accompanying drawings and from the following detailed description.

Please amend the paragraph beginning on page 16, line 14 as follows:

D3

To create the category database 135, one embodiment of the present invention provides a graphical user interface for entering category information. ~~Figure 2~~ Fig. 2B illustrates a screen display of a graphical user interface for entering a category into the category database 135.

Please amend the paragraph beginning on page 20, line 10 as follows:

D4

Referring back to Figure 1, the queues in the Email Queuing and Mailbox System 140 are organized in a manner that helps the enterprise best respond to the messages. For example, queues may be organized to handle different categories of incoming ~~message~~ messages. Thus, similar

categories of messages can be grouped in the same message queue. The details of the queuing system will be described in a later section. ~~Message~~ <u>Messages</u> may also be placed directly into a particular user's mailbox. For example, if a certain mail user was supposed to receive all responses to a particular outgoing message, such associated response will be placed directly into that mail user's mailbox.

Please amend the paragraph beginning on page 23, line 25 as follows:

In step **414**, the email queuing and mailbox system **140** determines if the message has been acted upon. The action to stop a timer may vary within the scope of the invention. In one embodiment, the actions required to stop a message timer for a message within a user mailbox can include generating a response to the message, marking the message as requiring no response, releasing the message back to the mail queue from which it came, or routing the message to a different mail queue. If the message within a user mailbox was responded to or no response is necessary, the method proceeds to step **416**. If a response was generated or the message required no response, the mail queuing and mailbox system **140** deletes the queue timer and the mailbox timer for the message and the method proceeds to step **420**, where additional actions on the message are not necessary from the perspective of the enterprise email system **100**. ~~.~~ In step **417**, if the message was ~~being~~ released back to the mail queue from which it came the mailbox timer is deleted and <u>the</u> method proceeds to step **406**. Finally, if the message was routed to a different mail queue as stated in step **419**, then both the queue timer and mailbox timer are deleted and the method proceeds back to step **414**.

3